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Priyanka Laskar

University of Calcutta, priyanka.laskar1986@gmail.com

Susmita Chakraborty

University of Calcutta, susmita@caluniv.ac.in

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Website Evaluation of Central University Libraries: a comparative study between Tripura University and Mizoram University in terms of resources and services

Priyanka Laskar

M.Phil Scholar, Department of Library and Information Science, University of Calcutta

Email: priyanka.laskar1986@gmail.com

Prof. Susmita Chakraborty

Professor and Head, Dept. of Lib. & Inf. Sc, University of Calcutta

Email: susmita@caluniv.ac.in Contact: +91- 9007713548

Profile and Publications: <https://sites.google.com/view/susmitachakraborty/home/>

ABSTRACT

Academic library provides suitable learning environment to the users but today it has various challenges to survive in this technological age. The need of users rapidly changes with time, library has to play new role to satisfy the users need. The technique of library should be user convenience, instead of librarian convenience. The library staff should have knowledge of soft skills, listening skills and communication skills. In this challenging condition for the existence, modern library should adopt the concept: If users do not come to the library, library should go to the users. The purpose of the study is to find out the library resources and services provided to the users by the central libraries of Tripura and Mizoram University, both by offline as well as online process. The study may be supportive for the library professionals to know the existing scenario of the central university libraries and help to make suitable plan and policy to expand their web based information sources and services in consonance with the changing needs of user. The Research paper is a comparative study of library resources and services of two Central Universities, Tripura University and Mizoram University, from two north-eastern state of India. This study tried to identify the status and quality of both library resources and services provided. The research study is conducted in the COVID-19 Pandemic situation. Due to this sensitive situation everybody tries to avoid physical contact to break the chain of spreading the virus infection. So the study is completely based on the observation and analysis of respective university library websites. To carry out the study data were collected from the web sources as university library web sites. Here, descriptive, analytical, and checklist methods were used in support of data analysis. To accomplish the study, related literature was reviewed to get a variety of ideas from previous published literature. Findings of the study reveal Mizoram University library is a little bit technologically advanced from Tripura university library and Tripura University

library provides more resources and services compared to Mizoram University Library. Although they both are providing enough sources and services to their users, some areas of these libraries still need to be developed.

Keywords: Academic Library; Electronic Resources; Library Resource; Library Services; Library Websites; Library Website Evaluation; Online Services; University Library.

1. INTRODUCTION

In this technological age academic library plays an important role to reforming the education system. It has the capability to provide quality world wide information facility. Library in meeting the mission and vision of institutions supports by providing its resources and services. Being it's a technological era, for the development of individuals and nation's information is the basic need of humans. So its call information age also. As the same time information overflow is the major drawback to misguide the users. That's why existence of library is most important in our society as the store house of authentic information.

Due to the outbreak of Coronavirus (COVID-19) as infectious disease WHO declared it as world pandemic on March 2020 (Okonoko et al., 2020). In this COVID-19 pandemic situation to maintain social distance all public and government organizations give their product or services through online process. As a social organisation library also tries to provide their content and services by their websites. It is not an easy process, it needs more effort, skills and infrastructure but it is not impossible. Not only pandemic, due to technological development desire of users change gradually so library should adopt new technology to satisfy their users. Though the pandemic is a natural disaster and we have no control on it, but it pushes us to improve ourselves and upgrade our libraries from traditional to digital way.

Observe the status of library resources and services of various academic institutions is an important research area for library professionals to collect knowledge and make an effective plan to build more advanced library system according to the changing needs of users. Introducing the library websites enormously increased the capability of library services to provide vast stores of information. It also changes the quality of library services. For the blessing of the websites now anybody can visit library anytime from anywhere without being a member or without physical contact.

A website is a collection of interlinked and well structured web pages and related content located under a single domain name, produced by an individual or organization and published on at least one web server. Website can contain single or thousand pages and made available online. Library website is a kind of library agent which offers all library resources and services and to tell its story to its community without physically visit in the library.

There are total 15 Universities situated in the seven sister states of North-East India. Among this 9 Universities are central and remain 6 universities are state university (Manna & Chakraborty, 2019). The present study compares the Tripura University (T.U) central library resources and services to Mizoram University (M.U) central library resources and services.

This study fully based on the both university library website (Saloi, 2020). The study is conduct to identify which university library provides more e-resources and facilities to their users. And also provide appropriate suggestion to upgrade their facilities.

Tripura and Mizoram

Tripura is a third smallest state of India situated in north eastern part of the country with 3 sides bordered by Bangladesh. As being a hilly state it has diverse mix of Tribal and Bengali culture.

Mizoram is the southernmost landlocked state of north east India sharing boundaries with Bangladesh and Mayanmar. Mizoram means land of Mizos. It is the second least populous state of India.

Tripura University Overview:

Tripura University is the only and one central university in the state Tripura, located at Suryamaninagar with 75 acres of Campus. After independence in 1947 Tripura began its higher educational journey with Maharaja Bir Bikram College affiliated to Calcutta University. In 1976 UGC sanctioned Calcutta University Post Graduate Centre in Tripura as a wing of CU. It was established in 1987 as a state University through the Act of Tripura University, on the grounds of CUPGC. It becomes a Central University in 2007 under the Tripura University Act 2006. The motto of Tripura University is “Pursuit of Excellence”. There are Total 52 college including – 27 General degree college, 19 Professional degree college, 2 Technical college, and 4 Polytechnic Institutes are affiliated to the Tripura University. The University offers various courses of science, commerce as well as Arts. It has total 114 programmes, include 41 PhD programmes, 60 P.G, 6 P.G Diploma and 7 U.G programmes. Total existing student of the university are approximate 4420 in regular mode and 6763 in distance mode. This university offers 4 distance education programmes. The University cooperate with The UGC, State Government, the MHRD, the NEC, Planning commission of India and many other authorities to overcome various difficulties. Total 349 employees work in this university includes teaching staff and non-teaching staff and technical staff. (Tripura University, n.d.)

Tripura University Central library:

The central Library of Tripura University is a fully open access Library it has 3 storied building having 5415 Sq. meter of total area, out of which 2700 Sq. meter are for other wings of the university (Central Library of Tripura University, n.d.). It provides various facilities to the students, faculties, research scholars and other staffs of the university (Roy & Barooah, 2019). The library tries to meet the demand of users by providing various traditional as well as IT based services with the efforts of library staff. The library rapidly progress towards the automation. The vision of the library is building enough reference collection to support teaching, learning and research. Provide local, national and international resources and preserve the rare and special collections of Tripura and north east region. The mission of the library is to motivate the university fraternity by quality resources and services (Central

Library of Tripura University, n.d.). The central library Subscribe their E-resources from INFLIBNET-SodhSindu, NDL e- Resources, Shodhganga, Science Direct, PsycARTICLES, etc. moreover they subscribed Shodh Shuddhi to give plagiarism check facility through Urkund and iThenticate The Knimbus Remote Access tool allow the users to access resources from anywhere at any time through internet (Central Library of Tripura University, n.d.). For this access username and password is needed.

Mizoram University Overview:

Mizoram University located at Aizawl with the area of 978.1988 acres. It established in 2000 by an act of Parliament and start functioning from 2nd July 2001. Former Mizoram University was under the North-Eastern Hill University (NEHU) with headquarters at Shillong and introduced a campus in Mizoram. After that Mizoram University continuously progress itself in terms of infrastructure, academic programmes, manpower and support services. The university was ranked as one of the top 100 universities in India by the NRIF ranking under MHRD in 2016, 2017 and 2018. In 2019 the university accredited 'A' grade by NAAC. The University has more than three thousand students; total 45 departments' offers different programmes under 8 Schools of Study. It has 35 affiliated colleges and one constituent college. It implemented Choice Based Credit System since 2013. It awarded 277 Ph.D. degrees in last five years. (Mizoram University, 2021)

Mizoram University Central library:

The central Library of Mizoram University having 4,496.62 Sq. meter of total area has total collection of 1, 12,719 books. It received e-Resources from INFLIBNET. It has own Solar PV power plant for uninterrupted power supply. The central library of Mizoram University get appreciation from NAAC Peer teams as one of the most excellent library in not only north east India but also in Eastern India. It provides computerized bibliographic information through Web OPAC; moreover it has been providing lending services, reprographic service and user orientation programmes. The library use barcode and RFID technology for automated circulation system. The library promote its existing management software through using SMS and E-mail alert for issue-return, renewal, overdue books charge, necessary information and to give reminder to the users. The library launched Best Library User Award from 2014 to motivate the users towards library. Full access of e-Resources of the library has been set up through Knimbus platform which helps the users to access information from anywhere at any time with user Id and password. The library subscribed Shodhganga, SodhSindu, Shodh Shuddhi, NDL e- Resources, etc. to provide e-resources to their users. (Central library of Mizoram University, 2020)

2. RESEARCH QUESTIONS

- Which library resources and services provide by Tripura University and Mizoram University library to their users through library websites?
- Which collections they had in their library?
- Which university library provides more resources and services compare to other?
- Which university library is more advance comparison to other?

3. STATEMENT OF THE PROBLEM

Library as a social information support organisation always tries to increase the knowledge of its users. Academic library provides suitable learning environment to the users and help to teaching learning process and research work for the growth of nations. But today information needs are changed due to COVID-19 Pandemic and also the increasing needs of ICT. So the active role of library staffs with good technological skill is needed. Therefore, the role of libraries in digital environment should be investigated to fulfil their library objectives.

This study investigated:

- The kind of library services providing by Tripura University and Mizoram University to their users.
- Library status of the both universities.
- Web based Library resources provided by both universities.
- Identify the University which provide more services by their web sites.
- Identify which university provide more resources by their web sites.
- Discover more advanced library between the two universities.

4. PURPOSE OF THE STUDY

The main purpose of this study is to explore the nature of Tripura University and Mizoram University library resources and their providing services to their users by library websites. And identify the more advanced library which provides more resources and services. And other objective is to discover the weak points which play an important role as barrier in the way of achieving their goals. This study may prove helpful for implementing new strategies to satisfy the users in the best potential way also would be constructive for expand their library resources and services.

5. OBJECTIVES OF THE STUDY

In a research work objectives play an important role to motivate researcher as well as readers. The main aim of the study is to discover which library is more advanced with large collection of resources and provide more services and facilities through their website to users in this Pandemic situation. The precise objectives of the study are as:

- To identify the resources of both universities according to the library websites.
- To compare the web content accessibility and availability of both libraries.
- To find out the kind of library services providing by both university library.
- To know which university library provides more resources and services by their library web pages.
- To find out which one is the more advanced library between the two.

6. SIGNIFICANCE OF THE STUDY

On the basis of above discussed objectives, the study tries to define a comparison between the two university library resource collections and their providing services. The findings of the study may help library professionals on the way to expand their resources and services as of existing situation and construct more advanced library scheme according to the changing needs of the users. And this study may helpful for further related research.

7. RELATED LITERATURE REVIEW

Literature review means to review the previous scholarly published research work. It must be related to the research topic. To accomplish a research work, some related literature knowledge is essential. It helps to generate new research ideas.

For construct this study some headings are used for reviewed the relevant literature. These are as:

- Comparative study between two academic library resources and services.
- Status of academic library resources and services.
- Library resource and online services in Covid-19 pandemic situation.
- Academic library web content resources.
- Academic library services provide by their own websites.

Observed literature reviews are as follows:

Baishya & Lahkar (2020) described the use of ICT tools and techniques in university libraries of Assams for expand the library services. Questionnaire method was used to collect data from three university library professionals. The study identified though libraries have been use ICT tools and techniques but due to some limitations they are unable to use entirely. These limitations are- insufficient resources, inadequate infrastructure and lack of skilled staff. The study defined sufficient scope of ICT tools and techniques to provide services through social media and cloud computing. The investigation also stated that these tools are cost affective and people also familiar with them.

Deka (2020) adopted a comparison study to utilize the ICT services of Assam and Jorhat engineering college libraries. The main purpose of the study is to identify the level of ICT implementation and its use in college libraries. And which kinds of barriers faced by the library professionals even as utilize the library management software. According to author, the main intention of the study was to assist the library professional to develop ICT and to offer effective services to their users.

Laskar & Dey (2020) Conducted a research on 13 colleges in Barak valley districts affiliated to Assam University and NAAC accredited, to know the best practices of libraries. Findings of the study revealed that all library fulfilled NAAC criteria and provide best practices and quality services. Authors suggested that library professional attitude should be active to solve the problem. They said continuous analysis of library practices is needed for development of libraries and institutions also.

Okonoko et al. (2020) conducted a comparative study on two academic libraries of Nigeria to know the user expectation from library services and resources in this pandemic situation.

Data were collected from 420 respondents through online questionnaire. The study revealed they have various expectations such as access of electronic database, e- journal, e-books, online news papers, government publications and notifications, online educational program, SDI services and updated information related to COVID -19. Both the library are agreed to provide all these services to satisfy their users.

Pal & Barman (2020) examined the existing situation of five private university library resources and services of Assam. The purpose of the study is to identify the library collections, infrastructure, library professionals and services of private university. Result of the study stated insufficient e-resources and need to access more research based materials to fulfil the users require. And need to take care of library professionals to properly maintain the resources and services.

Saloi (2020) investigated the evaluation of Assam University Libraries web contents. The main aim of the study was to know the library web sites content status and providing services of the university. For this study out of 25 Assam universities only 13 university library had taken as sample for data collection which have own library websites. They are trying to develop their library with the web technology but still they face various obstacles.

Bezbaruah & Hazarika (2019) observed the user satisfaction level of law students of Assam University in respect of IT based library. The main purpose of the study is to know the status of IT application and user satisfaction. The data were collected from students and researchers through questionnaire method. Findings indicated maximum users are not aware about IT knowledge but they are interested. Therefore, authors suggested, library must develop its IT services to provide current information to the users and organize user awareness programme.

Haque & Hazarika (2019) explore user satisfaction level of Lakshminath Bezbaroa central library students on library resources and services. This study was conducted on 210 IIT Guwahati students through questionnaire methods. The result found that most of the library users more satisfied with their providing traditional and web based library services.

He (2019) investigated international (United State) student's needs about library resources and services. And explore the plagiarism and citation knowledge of international students of United States. In this comparative study author tried to find out similarity as well as dissimilarity of library resources and services desires among divergent groups of students. Author also investigated expectation and satisfaction level of students. Author reveals because of different age groups, length of stay and country of origin students needs may vary. The result of the study showed students are more satisfied with their library resources and services.

Pal (2019) conducted a case study on Tripura University Central Library to know the status and advantages of online resources and its managing procedure. The result of the study indicated that the library collections (print and electronic) increases day by day. The study showed the detail of University own subscriptions and E-sodh Sindhu provided resources. The investigation stated the library provides large number of e-resources to satisfy their users.

Ramachandran & Sankaranarayanan (2018) conducted a comparative study between the use of internet and library as information sources by the graduate students of the Vinayaka Mission Research Foundation. The result showed the positive perceptions of students to use both, library and internet. But they preferred internet as the more suitable source of information. The findings also revealed information overload is the main disadvantages to use the internet effectively. In this study authors suggested library should be more develop to meet the research needs.

Kumah (2015) compared and analysed the use of internet and the use of library by graduate students of University of Ghana in his study. The main objective of the study was to find out the students interest about library and internet services. The findings indicated all students use both the library and the internet, but students are very much interested to the use of internet for satisfying their information needs. The study recommended, library should be more advanced to meet the research requirement.

Pal & Bhattacharjee (2015) investigated a case study on Tripura University Central Library information sources and services provided to students, faculties and researchers. Authors suggested the university library need to improve their services so university researchers will be enhancing their research work. They also suggested libraries need to re-design the selection policy of information sources to plump healthier information sources.

Chowdhury (2006) conducted a research project on the University of the Western Cape and Dhaka University library. The comparative study tried to discover the applied functions and management of two different university libraries from two different countries. Questionnaire, interview, observation and document sources are used for data collection from users and library professionals. The outcome reveals financial inadequacy is the major obstacles of both universities.

Due to the technological advancement and increasing needs of information, the topic website evaluation of academic libraries still a most interesting research area for researcher to know which library is more advanced and provides more information services in respect of their own websites. Numerous articles already published on this topic internationally as well as nationally, although it has great desire to more implement in university libraries. On the basis of above study it was observed that not a single study focused on the comparison between Tripura university library websites and Mizoram university library websites in respect of their resources and services. This reason encouraged to carry out the present study.

8. METHODOLOGY

Due to Covid-19 pandemic situation to avoid physical visiting in the library the observation method was used to collect data from library website. The area of the study is limited in two central universities central library of north east India such as Mizoram University and Tripura University. This study was based on descriptive and analytical survey method. To complete the study data were collected from secondary method as library web pages of both universities. And correlated literature reviewed also done to gain knowledge and get idea from previous study. Received data were analyzed and tabulated through Microsoft excel and with the help of check list.

9. SCOPE OF THE STUDY

The study is carrying out to find highly developed library among the two universities in respect of web based library resources and services. And also tries to discover the reasons for their backwardness, if any.

- The study has wide scope to give the idea about the academic library resources and services.
- It has wide scope for further research in all India as well as International.
- Not only academic library it must be useful for further research in other areas also.
- Being its multidisciplinary nature it has significant role in the library and information science field.

10. DATA TABULATION AND ANALYSIS

Table 1: Website link of both universities

University	Hyperlink
T.U	https://www.tripurauniv.ac.in/
M.U	https://mzu.edu.in/

Table-1 showed the website link of T.U and M.U. two university using different kind of URL extension such as T.U use ac.in and M.U use edu.in although their features are same.

Table 2: Remote access link of both universities

University	Remote access link
T.U	https://tripurauniv.new.knimbus.com/user#/home
M.U	Ø https://mzu.new.knimbus.com

Table-2 displayed the remote access link of T.U and M.U. Both libraries use the knimbus remote access tool to provide online resources to their users. Through this link user can access their concerned university library e-resources from anywhere at 24x7 with internet connection along with username and password.

Table 3: Some basic information presents on Websites (yes / no)

Sl. No.	Informations	T.U	M.U
1	General information	yes	yes
2	Library rules and regulations	yes	yes
3	Organizational Structure	yes	no
4	Library Map	yes	yes
5	Library Dashbord	yes	yes
6	Library Committee	yes	yes
7	News and announcement	yes	yes

Table-3 showed some basic information displayed by T.U and M.U on their library WebPages. The analysis identified both T.U and M.U library exhibit a variety of basic

information on their webpage. But T.U library provide more information compare to M.U. As T.U library showing the organizational structure on their webpage but M.U not provide it.

Table 4: Working days of libraries

University	Working Day
T.U	7
M.U	6

On the basis of table -4 it is seen that T.U library every day provide their services as Monday to Sunday. But M.U library provide their services 6 day of a week as Monday to Saturday and Sunday their library is close. Except that both library is closed on national holidays and university holidays.

Table 5: Library services and facilities of T.U and M.U

Sl. No.	Services and Facilities	T. U	M.U
1	Membership service	yes	yes
2	Circulation service	yes	yes
3	Plagiarism check service	yes	yes
4	Information literacy skill training	yes	no
5	New Arrival Book List service	yes	no
6	Upcoming event alert	yes	no
7	Remote Access	yes	yes
8	Web OPAC	yes	yes
9	Institutional repository	yes	yes
10	Library form	yes	yes
11	FAQ	yes	yes
12	Contact for Enquiry and Helpdesk	yes	yes
13	Provide Important Links	yes	yes
4	Reference service	yes	yes
5	Reprography service	yes	yes
6	RFID facility	no	yes
7	Barcode facility	yes	yes
18	Electromagnetic facility	no	yes
19	Photocopying and Printing Service	yes	yes
20	Passport size Photograph service	no	yes
21	Spiral Binding	yes	yes
22	Computerized Brail system	no	yes
23	Library orientation programme	yes	yes
24	E-resources	yes	yes
25	SMS Service	yes	yes
26	E-mail Service	yes	yes
27	Provision of utility basket for carrying personal item	no	yes
28	Free Trial access of resources	yes	no
29	CCTV	yes	yes

30	Inter Library loan	yes	no
31	Multimedia Service	yes	yes
32	Internet facilities	yes	yes
33	Intranet facility	yes	yes
34	Online Database Service	yes	yes

Table 5: displayed the services and facilities of T.U and M.U. It is clearly showed that out of 34 items T.U provides 29 and M.U also provides 29 items. Although they provide parallel services however they are different in some areas such as M.U provide RFID and electromagnetic facility, passport size photograph service, computerised brail facility for visual challenged users and provision of utility basket for carrying personal items but T.U not provide these services. Excluding this T.U provide information literacy skill training, new arrival book list service, upcoming event alert service, free trial access of resources facility and inter library loan facility which are not providing by M.U.

Table 6: Library management software using by T.U and M.U

University Name	Library management software
T.U	Koha
M.U	TLSS

It is discover from the table-6 T.U central library use Koha open source integrated library management system and M.U central library use TSSL (Total Library Solution Software) for manage their library system.

Table No. 7: Library resources of T.U and M. U

S.L No.	Name of the Items	No. of Items in T.U Library	No. of Items in M. U Library
1	Print Books	1,35,259	1,12,719
2	Reference Books	4,867	Data not found
3	Print Magazines/ General Periodicals	36	51
4	Print Journals	135	226
5	Bound Volumes	1060	13,188
6	Newspapers	14	20
7	CD/DVDs	1,197	506
8	E-Journals	37	6,885
9	E-Books	31,751	1,468
10	Thesis	303	565
11	Dissertations/ Project work	80	916
12	INFLIBNET online journals and database	21	Data not found
13	E-database	12	3
14	Library Staff	25	25

Table 7 showed a collection of online as well as offline library resources of both universities. It discovered T.U library has more print books, CD/DVDs, e-books, e- database compare to

M.U. However M.U library has more print periodicals, bound volumes, newspaper, e-journals, thesis and dissertation/ project work contrast to T.U. M.U library website not provided data about reference books and INFLIBNET database. Table also showed both university central library staffs are equal number.

11. FINDINGS OF THE STUDY

This part of the study interprets the results according to the objective of the study. The findings derived from Tripura central university library web site and Mizoram central university library web site.

The investigation showed that –

- T.U library contains more printed books and e-books compare to M.U library.
- But M.U Library contains more printed periodicals and e- Journals.
- M.U preserves largest no. of back volumes compare to T.U.
- Both library use Knimbus platform to provide remote access e-resources to their users.
- Both university libraries provide online circulation; web OPAC, SMS, E-mail, CCTV, remote access service.
- Both library offers reprography; spiral binding and printing facility but only M.U library provides passport size photograph facilities.
- Both library use Barcode but only M.U use RFID & EM technology.
- Only M.U access computerised brail system for blind users.
- Only T.U organized free trial access of resources, information literacy skill training and new arrival book list service and inter library loan facility.
- Both libraries organize user orientation programme and institutional repository service and provide various useful links.
- Two libraries equally provide online information service, multimedia service, internet facilities, online database service, plagiarism detection facility.
- Among the two libraries, only T.U library offers reference services; new arrivals and special display service and upcoming events service.

12. CONCLUSION AND SUGGESATIONS

Library as the knowledge repository, provide information to all generation of the society. But today it should be changed for its own existence. We know, gradually library and library professionals lose their importance for technological advancement. Therefore, it is very challenging task for librarian to create a centre of attention of users towards library. Thus, library professionals should be active and should possess sufficient ICT skills to gratify their users. On the basis of above discussions the study reveals where Tripura University library offers more printed books and e-books on the other hand Mizoram University library provides more periodicals, in printed and electronic form. The result indicates Mizoram university library is slightly technologically advanced than Tripura university library as they use Radio Frequency Identification (RFID), Electromagnetic (EM) and Computerised Braille

system. The findings also reveal that Tripura university library provides more resources and services compare to Mizoram University. Both central libraries are in the way of developing; therefore government support must be needed to extend and upgrade their existing system. If government provide appropriate infrastructure to the both the libraries, it will be helpful to raise their resources and services in a productive manner.

On the basis of the above study the following suggestions are put forward:

- Academic libraries should be more advanced in ICT.
- Sufficient financial support should be arranged for the libraries for better utilization of ICT services.
- Government should arrange some quality improvement training and ICT based training for library staff to provide better library services.
- Libraries need to preserve more printed materials in digitized form.
- Not only university library, public library also should take the responsibility to introduce and provide Braille facility for the visual challenged people. Then the goal of the library as ‘to make knowledge society’ may be fulfilled. As a result the visually challenged people can come forward like others to satisfy their own information needs. This will be a small but firm step towards Inclusive Society and Universal Access.

13. DIRECTION FOR FURTHER RESEARCH

On the basis of above discussed study it is suggested that future research may look into the following investigation:

- Different kinds of user’s attitudes towards these library resources and services.
- May increase the area for further study.
- May compare between academic library, special library and public library in the respect of library resources and services.

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